



# REFINITIV SUSTAINABILITY REPORT 2020

An LSEG business

REFINITIV®





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# ABOUT OUR BUSINESS

Refinitiv, an LSEG (London Stock Exchange Group) business, is one of the world's largest providers of financial markets data and infrastructure. With \$6.25 billion in revenue, over 40,000 customers and 400,000 end users across 190 countries, Refinitiv is powering participants across the global financial marketplace. We provide information, insights, and technology that enable customers to execute critical investing, trading and risk decisions with confidence. By combining a unique open platform with best-in-class data and expertise, we connect people to choice and opportunity – driving performance, innovation and growth for our customers and partners.

\$6.25 billion  
in revenue over  
**40,000**  
customers and  
400,000 end users  
across 190 countries



# ABOUT THIS REPORT

This is Refinitiv's third report covering our approach to sustainability across the business. It provides information and data across our global operations from 1 January to 31 December 2020, reflecting the activities and structure of Refinitiv as a standalone business before its acquisition by LSEG.

You can learn more about LSEG's 2020 sustainability performance at [www.lseg.com](http://www.lseg.com).

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# INTRODUCTION

## FROM DAVID CRAIG, CEO

2020 was a watershed year. Personally and collectively we lost so much, but perhaps we also discovered a clearer path towards a more sustainable future. The optimist in me says that, at least for now, 'build back better' remains an idea that governments, companies, individuals and wider society can rally around.

We have seen incredible acts of resilience and compassion during the pandemic. In March, we launched Refinitiv's Coronavirus Community Support Fund through Refinitiv Charities, to support a number of organisations providing relief. We encouraged colleagues to spend more time volunteering and they responded: from preparing daily lunches and meals for vulnerable communities, to running online classes for school pupils during lockdown. Each was a small act of defiance.

The killing of George Floyd and other black Americans hit us hard, and we knew immediately that our own commitment to fighting broader racial injustice had to go further. We challenged what we looked and sounded like and set ourselves bold diversity targets. We have partnered with our black employee network to strengthen the pipeline of underrepresented talent, challenge bias and create a more inclusive company. And we began collecting and providing more diversity data to customers – in part through the 'Measure Up' campaign with Fortune magazine, knowing that what gets measured gets managed.

2020 begins a vital 'decade of action' on climate change. From Refinitiv's founding, we have tried to be an industry leader when it comes to reducing our environmental footprint. Having achieved carbon neutrality in 2019, we became members of Race to Zero and the UN's Business Ambition for 1.5°C last year – also underlining our commitment to the Science Based Targets climate change targets. While we have met some incredibly ambitious climate targets in two short years, there is more to do.

Refinitiv also deepened its commitment to the United Nations Global Compact last year, ensuring we adopt sustainable and socially responsible policies across human rights, labour, the environment and anti-corruption.

Since the end of 2020, Refinitiv became part of the LSEG (London Stock Exchange Group). This does not change our focus. In fact, the combined organisation's desire to be sustainable and to drive sustainability across the finance sector is just as great. As a stronger organisation, we look forward to a more sustainable future and to building back better.



David Craig, CEO





# BEING A RESPONSIBLE BUSINESS

## OUR APPROACH

Sustainability at Refinitiv means being an industry leader in the transition to a low-carbon economy, and championing the role responsible businesses can play in this shift. We do this by:

- Being environmentally responsible with our resources and supporting the communities we operate in
- Using our data, forward-thinking technology and expertise to help our customers make sustainable investment decisions; providing transparency in our markets, mitigating risk and generating performance





## CULTURE, VALUES AND ETHICS

Our culture has made Refinitiv a unique place to work. Our people-first approach goes beyond traditional performance, equipping our colleagues with the tools to drive change for the business and customers.

These values are adopted by our global employee base, and by using our quarterly engagement insights platform, we have ensured all voices are heard:

### Be bold

push boundaries  
together

### Be focused

take ownership  
and action

### Be open

trust one another

These values are underpinned by our people strategies, practices and policies to support our colleagues, customers and suppliers in our everyday operations. In a year where our colleagues stepped up among the many challenges faced in our world, our countries and within our own homes, our strong culture enabled impressive resilience, performance and the opportunity to explore new ways of working both across the business and with our customers.

Our [Code of Business Conduct & Ethics](#) outlines our broader commitments to ethics and compliance. All colleagues, at every level of the business, are required to commit to its adoption and integration. This is supported by a confidential hotline to flag any non-compliance. Additionally, our agreements with suppliers are supported through our [Supply Chain Ethical Code](#), and commitments against modern day slavery and supply chain transparency are outlined in our [Modern Slavery Statement](#).





# GOVERNANCE

Our sustainability function is responsible for setting and delivering Refinitiv's sustainability ambition. It operates globally, reporting into the Chief Strategy and Innovation Officer at the executive level. With clear targets and deliverables, the function works with relevant stakeholders on the implementation of social and environmental performance. It also provides oversight and accountability on policies and performance, with regular updates to the CEO, quarterly updates to our executive team and bi-annual updates to the board. Maintaining a robust dialogue with all stakeholders is essential in increasing transparency, driving ambition and adopting company-wide support.

The Global Sustainability Committee is a group of cross-business internal leaders whose roles have a direct influence on Refinitiv's sustainability approach and achievements. Meeting quarterly, the group is updated on progress and regularly consulted as we scope our approach to meet the demands of customers, colleagues and stakeholders. Their input and feedback is instrumental in how we evolve our sustainability programmes and implement activities.

Sustainability risks are embedded directly within our Enterprise Risk Management Framework, with bi-annual updates to the Audit Committee and executive Risk Committee.

Across our global footprint, we have over 40 colleague-led Sustainable Action Teams, which mobilise colleague volunteering and fundraising, and work with local charities to support the direct needs of the community. This global network meets quarterly and reports to the sustainability function on their achievements, which in turn are shared across the business. Their role is instrumental in supporting local opportunities across Refinitiv, and demonstrating the importance of meaningful community engagement in helping us achieve our broader sustainability goals. More details about our social impact programme can be found on page 15.

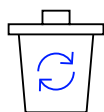




# GLOBAL SUSTAINABILITY PLEDGES AND TARGETS

In late 2018 we made three global sustainability pledges, with time-bound targets, to hold ourselves to account on our environmental and social commitments.

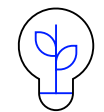
Through collective, collaborative action across our global operations, we have made significant progress across all three pledges:



**Continuously lighten our environmental footprint**



**Reflect and support the communities where we operate**



**Put sustainability at the core of our product offering**

Following on from our successes in 2019, we established our new sustainability 'Decade of Action' targets in 2020, to stretch and evolve our ambitions against our pledges and to work collectively with our stakeholders.

## 1. By the end of 2025 we will:

- Reduce our business and commuting travel by 25%
- Have 65% of our suppliers setting science-based emissions targets
- Achieve 1 million volunteering hours and engage 50% of Refinitiv colleagues in our community support programmes
- Be a top three provider of sustainable finance data and analytics solutions, enabling global sustainable investment and ethical supply chain development

## 2. By the end of 2030 we will:

- Halve our business carbon emissions
- Plant and conserve 1 million trees
- Support 1 million people through Refinitiv-sponsored donations and social impact activities, aligning with four United Nations Sustainable Development Goals (SDGs): good health and wellbeing; reduced inequalities; climate action; peace, justice and strong institutions

Following LSEG's acquisition of Refinitiv, we will align our combined ambitions and ensure we continue to set bold targets, accelerating action in society, across financial markets and for the environment. Read about LSEG's commitments [here](#).

# 2020 ACHIEVEMENTS

We have accelerated action across our global operations and have made significant progress across all three pledges.



**Setting environmental science-based targets**, approved by the Science Based Target Initiative (SBTi), with Refinitiv remaining 100% carbon neutral (PAS 2060 certified) and powered by 100% renewable electricity (RE100 members)



Launching the **Refinitiv Global Forest**, with 78,500+ trees planted and conserved across eight sites in five locations



**Evolving TicketAid** to become our proprietary fundraising platform, raising over \$175k to date



Achieving an **A- in the CDP climate change** benchmark, and A in the CDP supplier engagement rating



Logging **70,000+ volunteer hours**, by nearly 2,000 colleagues



Granting **\$1.6m+ to over 60 organisations** through Refinitiv Charities, including a dedicated Coronavirus Community Support Fund, positively impacting 155,000 people



Becoming signatories of the **Business Ambition for 1.5°C** statement and **Race to Zero** campaigns



Engaging 2,500 colleagues with **18 sustainability-themed virtual events** to mark World Kindness Day



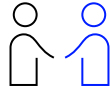
Partnered with **Open Street Map** to **run a Virtual Volunteering Month**, mapping nearly 21,000 buildings which equates to an area home to approximately 77,000 people



# OUR RESPONSIBILITIES AND ACTION DURING A GLOBAL PANDEMIC

As the pandemic swept across the world, our global colleague base started to move into a virtual office environment from early 2020. By the end of March, nearly all 18,000+ Refinitiv colleagues were working from home, delivering an uninterrupted service to our customers, a testament to our technology platform and the resilience of our colleagues.

COVID-19 directly impacted Refinitiv in a number of ways:



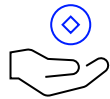
## Culture and engagement

Our Chief People Officer launched a new programme, weEVOLVE, to ensure all colleagues had access to a robust suite of resources focusing on personal development, engagement and support. Regular webinars and manager-led discussions on resilience, parenting, managing boundaries and virtual collaboration enabled transparent discussions across the business on the benefits and impacts of virtual working. This programme was underpinned by a focus on wellbeing, with engagement and performance the more likely outcomes of a positive, healthy workforce.



## Travel, emissions and technology

With travel restrictions across the globe, we saw a significant and immediate reduction in business travel and therefore a drop in travel emissions. Colleagues, customers and partners quickly adapted to this new way of cross-border working, by leveraging virtual communications technology and adapting their focus to a work-from-home environment. An 80% reduction in business travel across the year, saved over 9,000 tonnes in CO<sub>2</sub> emissions and provided a potential blueprint for reduced business travel in the future.



## Supporting those directly impacted

Refinitiv launched a Coronavirus Community Support fund through Refinitiv Charities, to provide charitable grants to front-line charities offering support across our global footprint. This support extended to 27 organisations, working in over 50 countries, across 16 causes, ranging from crisis and medical support, to domestic abuse and mental health. Additionally, colleague volunteer days were increased from two to three days in 2020, to promote further community engagement.

# SHARPENING OUR FOCUS

Over the past year, we have activated on the priority issues identified through the materiality assessment as outlined in our 2019 report: strengthening our governance, setting science-based targets, integrating climate risk into the enterprise risk management framework, and accelerating our data-led diversity and inclusion commitments.

The areas identified in 2019 as material to Refinitiv's sustainability approach have remained unchanged:

## Being a responsible business

- Ethics, data privacy and data standards
- ESG risk assessment and management
- Climate change affecting our business
- Sustainability, governance and leadership

## Lightening our environmental footprint

- Carbon emissions
- Renewable energy
- Business travel

## Reflect and support the communities where we operate

- Diversity, inclusion and women in leadership
- Social impact and innovative solutions
- Recruitment, talent and culture
- Employee engagement, volunteering and charitable giving

## Put sustainability at the core of our product offering

- Sustainable products to progress sustainability and ESG decisions

In response to global events of 2020, and increased stakeholder interest, we increased focus and attention on three additional key areas:



### Black Lives Matter, our communities and our colleagues

Refinitiv's focus on diversity and inclusion has been led by a dedicated HR team within Talent, Leadership and Inclusion. Ambition, activities and targets have been embedded into its strategic business approach to shape an inclusion-led culture. The Black Lives Matter movement had a significant impact on our communities and colleagues. Refinitiv's strong leadership in this space, and our access to internal and external diversity and inclusion data, enabled us to act quickly and announce additional targets (read more on page 17) and our approach to our pipeline talent development to enable opportunities for all.



### COVID-19, our communities and our colleagues

Refinitiv accelerated on a number of fronts to nimbly meet the immediate needs of our communities and colleagues in response to the pandemic (read more on page 11). An increased focus on wellbeing, and access to relevant support and healthcare resources, became key activities for Refinitiv Charities and colleague volunteering.



### Sustainable finance, our customers and our partners

The rapidly increasing interest from a wide range of customers in the breadth and need of sustainable finance offerings, placed Refinitiv at the heart of discussions with customers, partners and think tanks. A dedicated cross-proposition role was established to draw together our product offerings, and our CEO joined a number of high-profile discussions about the intrinsic value of sustainable finance data across industries (read more on page 20).

Following the business acquisition by LSEG, we will review all issues material to the new combined business, as we evolve and further strengthen our sustainability approach.



# A CLOSER LOOK






# LIGHTENING OUR ENVIRONMENTAL FOOTPRINT

## 2020 achievements



Approved  
**Science Based Targets**  
aligned with a 1.5°C trajectory




**100%**  
powered by  
renewable electricity



**Race to Zero**  
Signatories of UN's Business Ambition  
for 1.5°C and Race to Zero



**100%**  
carbon neutral



**16%**  
reduction in  
carbon emissions



**Scored A-**  
in CDP and A in supplier  
engagement rating for  
climate change



**Climate action**  
Founding members of Count Us In,  
a campaign highlighting practical  
actions for tackling climate change

Our net-zero environmental commitments have continued to be a significant focus, setting science-based targets aligning with a 1.5°C pathway, placing us among industry leaders who are collaborating to tackle the climate crisis.

These targets commit Refinitiv to halving our business emissions by 2030, reducing our business and commuting travel by 2025 and committing to 65% of our supplier base also setting science-based targets by the same date.

We also took our first small but meaningful steps towards carbon negativity, launching our Refinitiv Global Forest Campaign, to support our 1 million trees target by 2030.

While 2020 was a strong year for carbon emissions reductions, we are conscious this was not 'business as usual' across our real estate footprint, making comparability difficult with previous benchmarks. Future reporting will also need to evolve, to account for a rebalancing in indirect emissions, such as homeworking.

We are keen to embrace these shifts in how we work, support the global UN ambition to 'build back better', of which Refinitiv are signatories, and continue to build (as part of LSEG) on the accelerated 2020 emissions reductions due to the impact of the pandemic.





# REFLECTING AND SUPPORTING THE COMMUNITIES WHERE WE OPERATE

## 2020 achievements



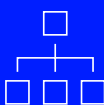
Refinitiv Charities donated  
**\$1.5m+**  
to 40 charities



**Aligned**  
with Business for Societal Impact  
framework to support impact-led  
giving approach



**78,500+**  
**trees**  
in Refinitiv Global Forest



**1,000+**  
of our people took  
part in the Inclusive  
Culture Programme



**94%**  
increase in TicketAid  
transactions



**14%**  
colleagues engaged in community  
investment initiatives



**40%**  
women on executive  
leadership team

Our colleagues work directly with the causes and organisations they are passionate about in their local communities, using our skills, time and corporate funding to give support where needed.

In 2020, we expanded our volunteering time to three days per colleague, and gave additional flexibility on how that time could be used. We also shifted a number of our programmes online, including a virtual volunteering week for colleagues to actively participate in a number of programmes. One such initiative was our global mapathon to

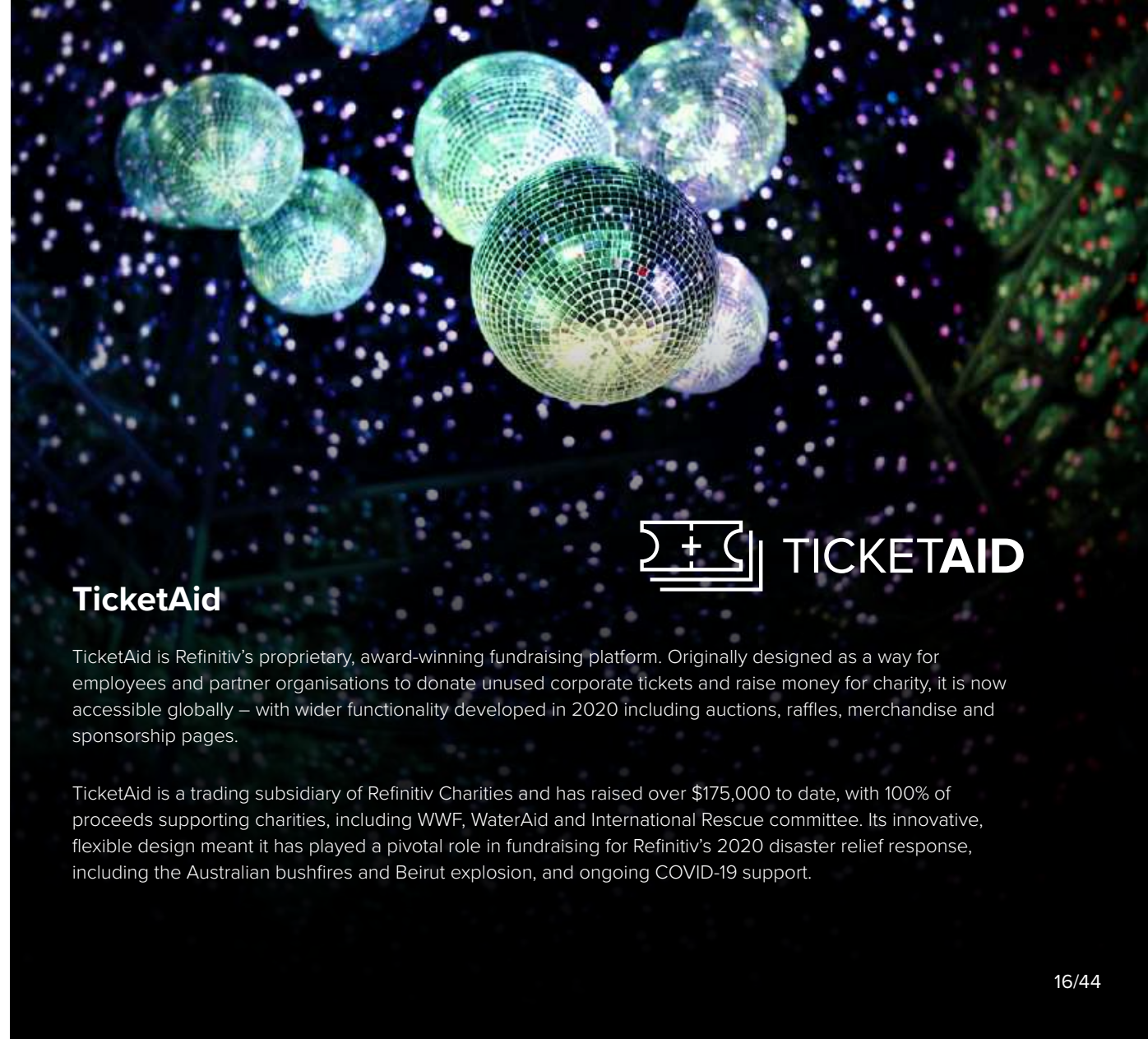
build digital maps of the world's unmapped areas, mostly in developing countries. This increased visibility enables local and international Non-Governmental Organisations (NGOs) to better respond to crises affecting these areas. A total of 150 colleagues took part throughout the month, mapping nearly 21,000 buildings in an area home to 77,000 individuals.

You can read about many more stories of volunteering and community engagement in our dedicated social impact site [here](#).

## Colleague Community Support

Despite lockdown restrictions, 14% of colleagues used our volunteering, matching gifts and volunteer grants programmes in 2020, with only a small decrease from 2019 levels. In addition to our colleague-led engagement, we created a Coronavirus Community Support Fund through Refinitiv Charities, allocating a substantial portion of our annual giving budget to Refinitiv Charities to directly address the pandemic. Throughout the year we received over 60 applications and granted \$1.5m to local causes. You can read more about the work of Refinitiv Charities on page 24.

Throughout the year, we shifted our focus towards impact-led activities and measurement, aligning with our dedicated Sustainable Development Goals: good health and wellbeing; reduced inequalities; climate action; and peace, justice and strong institutions. We submitted our programmes and activities to the Business for Societal Impact framework (formally LBG), to track progress against our global target of positively impacting 1 million people by 2030.



### TicketAid

TicketAid is Refinitiv's proprietary, award-winning fundraising platform. Originally designed as a way for employees and partner organisations to donate unused corporate tickets and raise money for charity, it is now accessible globally – with wider functionality developed in 2020 including auctions, raffles, merchandise and sponsorship pages.

TicketAid is a trading subsidiary of Refinitiv Charities and has raised over \$175,000 to date, with 100% of proceeds supporting charities, including WWF, WaterAid and International Rescue committee. Its innovative, flexible design meant it has played a pivotal role in fundraising for Refinitiv's 2020 disaster relief response, including the Australian bushfires and Beirut explosion, and ongoing COVID-19 support.



# DIVERSITY & INCLUSION

At Refinitiv, inclusion is at the heart of our culture, and our people know that their differences contribute to our ongoing success. Inclusion helps us to grow by serving financial communities across the world and attracting world-class talent.

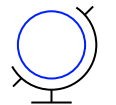
David Craig, CEO of Refinitiv, and his Executive Leadership Team (ELT), led and owned our diversity and inclusion strategy. Leaders at all levels of our business are accountable for inclusion, and we focus on the impact of our decisions, rather than trying to 'fix' underrepresented groups. As leaders hold the most power and make the most impactful decisions, we hold this group most accountable – in fact, in 2020, inclusion was a key criterion for our ELT's performance bonus.



**Trained 25 Inclusion Ambassadors**



**25% race target for our ELT**



**22 global events**



## Key achievements

- We delivered our **Inclusive Culture Programme** to over 1,000 of our top leaders, equipping them to: confront their own behaviours and recognise and challenge bias; interrupt insider-outsider dynamics that disadvantage underrepresented groups; and advance systemic change on inclusion. In addition, each ELT member had individual inclusive leadership coaching sessions to develop specific behaviours that create inclusion and visibility of underrepresented groups.
- We implemented best practice improvements to our hiring processes, including rewriting all of our job descriptions to ensure unbiased language. We delivered inclusive hiring training to our global Talent Acquisition team every month. **And we trained up 25 Inclusion Ambassadors** to coach, interrupt bias and support hiring managers and interviewers to positively impact hiring decisions.
- In June 2020, we introduced a plan to increase racial diversity in the organisation around five focus areas. We introduced a combined **25% race target for our ELT** and ELT+1 leaders by 2024, supported by robust monitoring. Informed by country census categories and the global markets in which we operate, this will apply especially in the UK and the US to everyone, including black, Asian and Latino people. We extended our organisational conversation about race and privilege to allow different voices to challenge white privilege and perceptions about race. We accelerated development of inclusive behaviours in leaders. We offered sponsorship of high-potential people of colour, including black people at the ELT+2 level. We extended internal policies that control for bias and engaged with suppliers that are committed to diversity.
- We delivered **global engagement campaigns** to recognise International Women's Day, Ramadan, Pride, Juneteenth, Black History Month, Lesbian Visibility Day, International Day of Persons with Disabilities, Trans Awareness Week and many more. Our intranet Pride campaign achieved over 15,800 views and included our most-read article ever published by our then-Chief People Officer Alex Fergus. We celebrated our Refinitiv Employee Networks in a global day of awareness: we had 22 global events, two of which were attended by over 1,800 people; our intranet campaign achieved over 7,000 views and our Instagram stories reached almost 10,000 views.





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## Driving change with data

- Our customers increasingly look to our products and solutions – including our ESG data, fund scoring, D&I Index, our Measure Up initiative with Fortune, World-Check® and Enhanced Due Diligence. They look to us for help to assess their own inclusiveness and how inclusive their partners' and investee companies' practices are
- We, in turn, use data to understand the impact of the decisions we make across our people processes, and use robust research to guide how we design interventions to address any disproportionate impact on different groups in our organisation. In 2020, we updated our HR system in 66 countries to be able to capture accurate employee demographic data, and launched a global campaign in September to encourage all colleagues to self-disclose. Having robust demographic data will enable us to build detailed D&I reporting on engagement, progression and retention of underrepresented groups

## Amplifying our impact externally

- We are active partners to organisations that promote inclusion and equity. We were the first non-bank to sign up to the HM Treasury Women in Finance Charter in 2016, for example, and have since become deeply involved, by funding and sponsoring its latest report
- We are also a signatory to The Valuable 500, a global CEO-led disability benchmark. In our chosen partnerships, we also look to influence the wider agenda, through leadership and active roles with high-profile organisations globally, such as Wall Street Women's Alliance, Women's Bond Club, Women Inter Network, The Powerlist and Out Finance

## Progress on gender equality

- Since we launched Refinitiv in October 2018, we have been committed to gender equality. Ahead of our stated target date, in 2020 we reached our goal of 40% of women on our ELT. As an LSEG business, we share the group's commitment to 40% of women in the broader senior leadership team (Executive Leadership Team and their direct reports) by end of 2022. One of the group's priorities is to continue to accelerate the achievement of our ambition
- In our Gender Pay Gap Report 2019, our first since we had separated from Thomson Reuters, the Refinitiv gender pay gap narrowed when compared to the relevant parts of Thomson Reuters. The median pay gap was 19%, down 14% (from 21.9% in 2018) and the median bonus gap was 22.4%, down 10.3% (from 32.7% in 2018)

# PUTTING SUSTAINABILITY AT THE CORE OF OUR PRODUCT OFFERING

At Refinitiv we use our data, forward-thinking technology, and expertise to help our customers make sustainable investment decisions, mitigate risk and generate performance. We know we have an important and integral role to play in enabling transparency across the financial markets, to provide accurate, decision-ready, auditable, transparent and comparable sustainability-related data.

In 2020, we expanded our suite of sustainability-related propositions by working with partners, innovating in new areas and evolving our existing capabilities. Here are some of the ways our sustainable finance proposition has expanded, and how we are shaping financial markets through our data, analytics, workflow and thought leadership.

## Data

Our company environmental, social and governance (ESG) data covers 450 metrics across ESG categories including emissions, product responsibility, human rights and diversity, for 10,000 companies across the globe. Macro data sets have now been added to establish the sustainability footprint of countries, an integral move to accurately understand the progress made globally towards the Paris Agreement.

Refinitiv's financing data has continued to expand, to reflect growing market maturity and a more diverse range of bonds driving sustainable outcomes. 2020 saw a notable increase in green loans, sustainability-linked bonds, social bonds and Covid-19 relief bonds.

The price of carbon is a key driver in achieving global sustainability goals, with Refinitiv carrying live data on carbon pricing across global jurisdictions, alongside research and insight into the dynamics affecting carbon markets. Originally designed to service the commodities trading community, carbon pricing is increasingly being used by institutional investors and investment banks wanting to price carbon into company valuation and investment models.

Using Refinitiv's project finance data set alongside our Zawya project data and Belt and Road Initiative (BRI) Connect application, we have created a proprietary Infrastructure 360 application, offering data on global infrastructure projects. Many of these projects are renewable energy focused and carry environmental impact reports to increase transparency of data.





## Analytics

With our expert-led analytics, our data is used by customers to produce valuable, actionable investment insights. In 2020 we continued to invest in sustainable finance analytics, with a particular focus on ESG portfolio analytics, climate risk analytics to enable the quantification of transition risk (exposure resulting from a decarbonising economy), and physical risk analytics. These analytics enable our customers to quantify the exposures in their portfolio or lending book from the physical results of climate change.

## Workflow

With sustainability becoming a key component of risk management, alpha generation, capital issuance and securities pricing, we have recognised the need to help with the mainstreaming of ESG and related data into the workflows of portfolio managers, wealth advisers and bankers.

Alongside portfolio analytics and league tables, the Refinitiv Data Platform now connects ESG data with the wealth of financial data Refinitiv has, through our entity mapping processes. This enables our customers to compare ESG data with financial data at scale, providing correlations between ESG footprint, company performance and securities pricing.

## Thought leadership

Given the amount of sustainability and sustainable finance information in the market, Refinitiv uses its unique position and robust data sets to provide clarity about trends and insights. For example, in 2020 we shared our ESG ranking on the top 100 companies acting on diversity and inclusion, and analysis of the auto sector's performance in climate progress, charting the likely 'winners and losers' over the coming decade.

Refinitiv has a strong heritage in sustainable finance, and the LSEG acquisition is a market-changing opportunity to combine our expertise to further enhance the role of financial markets in driving sustainable growth.

## Strategic partnerships

With a wide range of interest in the responsible business and sustainable finance space, ranging from regulators and consumers to colleagues to and investors, Refinitiv is in a unique position to inform policy, regulation, industry standards and best practice regarding data and analytics. In 2020, Refinitiv continued its strategic partnerships and representation on a number of industry working groups:

- United Nations: member of the Task Force of Digital Financing of the Sustainable Development Goals
- World Economic Forum: co-created the [Sustainable Leadership Monitor](#) application and key member of a number of WEF-led working groups, including Global Leaders Council on SDG Investments
- Fortune magazine: partnered with Fortune to launch the “[Measure Up](#)” initiative, focused on driving race and ethnicity disclosure in the corporate world. This programme launched in response to the increased demand from our customers and society on better transparency and practices, following the Black Lives Matter protests
- Future of Sustainable Data Alliance: founding member of FoSDA to identify and accelerate the provision of reliable, actionable, comparable sustainable finance data and technology, for improved investor decision making
- Technical Expert Group for the European Union supporting the EU Taxonomy and Benchmarks working groups
- CFA Institute ESG Working Group
- Coalition for Climate Resilient Investment – Financial Innovation working group
- Climate Risk Certificate panel for Chartered Body Alliance (including the CISI, Chartered Banker Institute)
- EDM Council, ESG Working Group
- Member of UK Finance Sustainable Finance working group (led by UK Finance)
- Advisory Board for SustainableFinance.LIVE
- Board member of Responsible Investment Association (RIA)
- Advisory Board of AHC Group







## WORKING COLLABORATIVELY WITH OUR PARTNERS, SUPPLIERS AND CUSTOMERS

Our role as a responsible business is of strategic importance across our value chain. It is necessary for us to collaborate with partners, suppliers and customers to progress the sustainability agenda and ensure we are moving forward on issues that impact our ability to do business in a responsible way.

We have a number of policies underpinning our ambitions, and our participation in the United Nations Global Compact, along with the 1.5°C Recover Better pledge and Race to Zero campaigns, demonstrates the importance of cross-sector cooperation.

Sustainability is also embedded within our governance and policies:

- [Supply Chain Ethical Code](#)
- [Code of Business Conduct & Ethics](#)
- [Modern Slavery Statement](#)
- [Supplier Diversity Statement](#)

**Our target of 65% of our suppliers** (by spend) committing to science-based targets has seen us activate on a dedicated engagement programme, to understand better the environmental ambitions of those we do business with. This engagement progress will align with LSEG ambitions in 2021, and we are looking forward to sharing our journey with companies of all sizes, who want to better manage and measure their environmental impacts.

We also continued to increase our disclosures through the CDP climate change supplier engagement rating, scoring an A and earning Refinitiv a place on the 2020 Supplier Engagement Leaderboard, demonstrating the integral role of value chain engagement as part of our sustainability approach.



# REFINITIV CHARITIES

[Refinitiv Charities](#) was established in 2019 as a registered grant-making charity, funded primarily through Refinitiv donations and its own dedicated social innovation initiatives such as TicketAid.

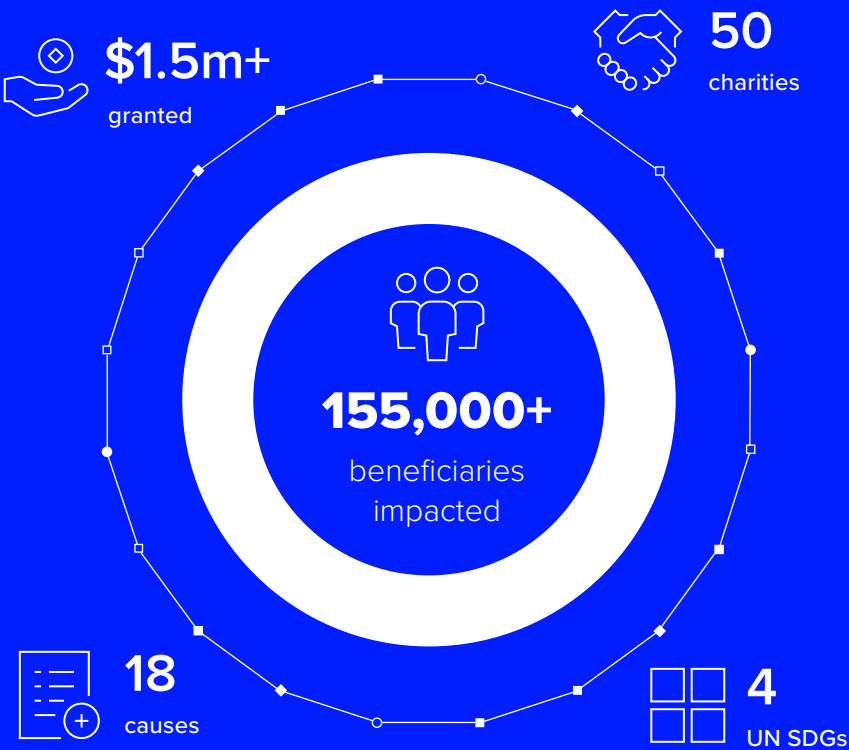
Its mission is to deliver sustainable social impact through dedicated support to projects and organisations aligned to the following UN Sustainable Development Goals:



## Holiday giving

In 2020, Refinitiv donated an additional **\$200,000** to the Refinitiv Charities Coronavirus Community Support Fund in lieu of local holiday or year-end gatherings during the global pandemic. At the end of November, we invited Refinitiv colleagues to nominate a charity they would like to receive a \$20,000 grant from Refinitiv Charities. The Refinitiv Charities board selected from hundreds of entries from all across the globe to choose high-impact charities that spanned the breadth of our global community.

## Our impact



Here are a few examples of causes and organisations we supported in 2020:

### Promoting good health and wellbeing:

- **First phase Coronavirus Community Support funding** focused on direct frontline response with partners experienced in crisis response, such as Médecins Sans Frontières (MSF) and International Rescue Committee, that are collectively working in over 70 countries to provide lifesaving medical support for vulnerable communities
- **We also supported new innovative projects, such as Life Lines**, helping families overcome challenges to communicate with their loved ones in intensive care and their clinical teams through secure, safe virtual visiting
- **Our second phase funding extended support** to address the areas indirectly impacted by the pandemic, such as the early screening, diagnosis and treatment of cancer. Refinitiv Charities supported Prostate Cancer UK's data analysis research on early identification to spot fast-growing cancers early
- Beyond the pandemic, **another focus area was improving health standards** for some of the most vulnerable. Initiatives ranged from supporting the hundreds of seriously ill children treated every week at Great Ormond Street Hospital, to delivering clean water and sanitation projects in developing countries with Just a Drop
- Our frontline support totalled over **\$1.2m funding across 2020**

### Reducing inequalities and ensuring no one is left behind:

**Refinitiv Charities** donated more than **\$700,000 to projects aiming to reduce inequalities** and drive meaningful social change. We supported a total of 20 vulnerable beneficiary groups in 2020, including children, the elderly, the homeless, and the disabled community. For example, Refinitiv Charities' support for disability charity EnAble is empowering economic independence and dignity of people with disability, positively impacting over 1,000 people to date.

### Taking urgent action to combat climate change and its impacts:

We also donated over **\$100,000 to address the climate emergency**. Here, our primary focus has been reforestation projects to support our target of 1 million trees, for example **planting 8,000 trees through our partnership with WWF** and the trillion trees initiative. Beyond reforestation, we've supported research projects to empower the next generation with the tools to further the debate on climate change, and many of the projects we support deliver environmental benefits for communities

### Promoting just, peaceful and inclusive societies:

\$14,000 donated to charities committed to **protecting and promoting human rights among some of the world's most vulnerable populations**. Our focus has been on charities aiming to end forced labour and human trafficking in all its forms, including Willow International, which is working to protect victims and prevent trafficking through policy reform, and Justice and Care, which is bringing criminal networks to justice and sparking systemic change

# LOOKING AHEAD: REFINITIV AND THE LONDON STOCK EXCHANGE GROUP



On January 29 2021, the all share acquisition of Refinitiv by London Stock Exchange Group closed, creating a leading global financial markets infrastructure and data provider. As two global organisations with aligned sustainability ambitions, we are excited about the additional opportunities and strengths we can bring as the newly combined LSEG, across our operations and for financial markets. As we work to establish an evolved approach, our focus remains to lead from the front by committing to the following:

Commitment	Actions
Transforming the global financial ecosystem	<ul style="list-style-type: none"> <li>• <b>Build market-wide momentum in the run-up to COP26</b> as a leading global financial markets infrastructure group working with issuers, investors and policy makers, to drive actions towards a low-carbon, and sustainable economy. In particular, this will be through development and promotion of disclosure, investment and capital raising tools</li> <li>• <b>Integrate and invest in ambitious Group sustainable investment and finance strategies</b> aimed at transforming the global financial ecosystem</li> <li>• <b>Take our focus on climate transition finance to the next level</b> through the development of innovative market initiatives and collaborations</li> <li>• <b>Build upon and extend our network of partners</b> to develop the next generation of sustainable finance and investment platforms</li> <li>• Explore strategies for integrating ESG considerations into our <b>post-trade</b> operations</li> </ul>
Transforming our operations and culture while supporting the wider community	<ul style="list-style-type: none"> <li>• <b>Build out our internal sustainability capabilities</b> and the associated resourcing to support the deepening integration of sustainability across LSEG</li> <li>• <b>Further develop quantified metrics</b>, including the enlarged Group's Science Based Targets, to set out a decarbonisation trajectory with a 2030 time horizon aligned with a 1.5°C scenario</li> <li>• <b>Engage our suppliers in our decarbonisation efforts</b> with a view to encouraging them to establish their own decarbonisation targets by 2025</li> <li>• <b>Align LSEG Foundation and Refinitiv Charities</b> under a common mission, with enlarged Group's purpose statement, to enable strategic community investment partnerships and mobilise our staff volunteering potential</li> <li>• <b>Roll out combined Group's culture and values</b> supported by a people strategy that prioritises wellbeing and development, with a view to retaining and growing talent at a time of significant corporate change</li> </ul>

# PERFORMANCE DATA AND DISCLOSURES

# PERFORMANCE DATA

Employee numbers	2020	2019	2018
Headcount	17,854	18,824	18,638
Regional head count			
Americas	3,214	3,646	3,827
APAC	9,769	10,106	8,809
CEMA	2,580	2,798	3,480
UKI	2,291	2,274	2,522
Gender representation			
Head count (male   female)	57%   43%	58%   42%	58%   42%
ELT (male   female)	60%   40%	67%   33%	67%   33%
ELT+1 (male   female)	67%   33%	64%   36%	67%   33%
Social impact			
Volunteering hours	70,481	117,766	69,089
Matching gifts	\$255,773	\$307,701	\$408,510
Volunteer grants	\$697,483	\$1,149,000	\$785,500
Colleague community engagement	14%	17%	8%
TicketAid fundraising	\$41,000	\$44,000	\$63,000
Refinitiv Charities grants	\$1,596,889	n/a	n/a

Environmental	2020	2019	2018
Tonnes CO <sub>2</sub> (e)			
Total CO <sub>2</sub> emissions (location-based)	121,361	144,220	162,365
Total CO <sub>2</sub> emissions (market-based)	8,187	16,420	133,726
Scope 1	1,192	1,508	2,083
Scope 2 (location-based)	117,944	131,405	149,254
Scope 2 (market-based)	4,770	3,605	120,615
Scope 3 (business travel)	2,225	11,307	11,028





# UN GLOBAL COMPACT TEN PRINCIPLES

Human rights		Page
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	7, 23
Principle 2	make sure that they are not complicit in human rights abuses.	7, 23
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	7, 23
Principle 4	the elimination of all forms of forced and compulsory labour;	7, 23
Principle 5	the effective abolition of child labour; and	7, 23
Principle 6	the elimination of discrimination in respect of employment and occupation.	7, 12, 17-19, 23
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges;	6, 8, 9, 12, 14, 31-41
Principle 8	undertake initiatives to promote greater environmental responsibility; and	6, 8, 9, 12, 14, 31-41
Principle 9	encourage the development and diffusion of environmentally friendly technologies.	6, 8, 9, 12, 14, 20-22, 31-41
Anti-corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	7, 23





# TCFD REPORT

## About TCFD

The Task Force on Climate-Related Financial Disclosures (TCFD) was created by the Financial Stability Board in December 2015 to review how the financial sector can take account of climate-related issues. The TCFD published its final climate-related financial disclosure recommendations in June 2017. These recommendations are intended for uptake by organisations to promote transparency on climate-related issues and assist in assessing and pricing climate-related risks and opportunities. At Refinitiv, we believe the adoption of the TCFD recommendations serves to advance climate-related risk and opportunity management, and reinforces the case for ambitious action on climate.

## Our implementation of the TCFD recommendations

Transparency is at the core of Refinitiv's identity and shapes the business offerings we bring to market. As such, our business governance structure and protocols are designed to promote transparency, which extends to promoting transparency on our own climate-related risks and opportunities. As early supporters of the TCFD, we are pleased to present our second annual disclosure aligned with the TCFD recommendations. This updated disclosure includes enhanced scenario analysis using additional transition scenarios, alongside advancements on our climate strategy over the last year. The process of evaluating our business against additional future climate scenarios strengthens our overall strategy, builds climate resilience, allows us to prepare for potential expansion of mandatory reporting requirements, and protects our reputation as a responsible business.

As with our previous TCFD disclosure, multiple business functions input into this report, including sustainability, real estate and facilities management, sourcing, finance, risk management and our executive team, to capture a range of strategic considerations.

This report describes the performance and activities of Refinitiv in 2020, prior to the all shares acquisition by LSEG. Development of the new, combined Group's sustainability approach will be shared during 2021.





**Climate risk analysis and transparency are essential for enabling calculated, meaningful mitigation action. Our updated disclosure against the TCFD recommendations highlights the importance we place on risk management, through our service and product offerings and also embedded in the strategic operations of our business.**

**LUKE MANNING**

Global Head of Sustainability and  
Enterprise Risk, Refinitiv

## 2020 TCFD enhancements

Since the publication of our last TCFD aligned disclosure, we have taken significant steps on our climate journey. Our 1.5°C aligned science-based targets were approved by SBTi in January 2021 and our commitment to achieving net-zero emissions is reflected in us joining the Business Ambition for 1.5°C and UNFCCC Race to Zero initiatives. In making these commitments, we are pledging to align our climate mitigation action with the most ambitious aim of the Paris Agreement, pursuing this as part of our responsible business operations and meeting the growing expectations of stakeholders. In 2020, we achieved an A- score for our CDP climate change disclosure, and with the enhancements to our TCFD report this year we continue to strive for the highest quality and transparency on climate-related issues.

This year we have assessed transition risks to our business against two reference scenarios from the Network for Greening the Financial System (NGFS) – an Orderly and a Disorderly scenario. These transition scenarios allowed us to evaluate the possible impacts from climate policies designed to meet our global climate goals, including a more detailed exploration of the possible effects of policy introduction with respect to our own climate-action pathway. We have continued to evaluate the impacts of physical risks to our direct operations using a high warming scenario, IPCC RCP 8.5. Understanding our exposure to physical and transition risks continues to inform our long-term risk mitigation and capital allocation, ensuring resiliency in our ongoing strategic approach.

A summary of our responses to the 11 TCFD recommendations are outlined on pages 33 and 34. Our resiliency analysis against varying climate scenarios is detailed from page 36 and an overview of climate-related opportunities is found on page 40 onwards.





# SUMMARY OF TCFD RECOMMENDATIONS:

TCFD section	TCFD recommendation	Refinitiv response	Page
GOVERNANCE	The board's oversight of climate-related risks and opportunities.	The sustainability function reports to the Chief Strategy and Innovation Officer at the executive level, providing oversight and accountability across all programmes and policies, with regular updates to the CEO, and bi-annual reports to the board.	8
	Management's role in assessing and managing climate-related risks and opportunities.	Climate-related risks and opportunities continue to be managed predominantly at a functional level. They fall within the scope of our Enterprise Risk Management (ERM) framework, with bi-annual updates to the executive leadership team, audit committee and board.	8
STRATEGY	Identification of climate-related risks and opportunities.	The TCFD framework of climate-related risks was applied to categorise physical and transition risks relevant to our operations. Climate-related risks were considered across the categories of policy and legal, technology, market, reputation as well as acute and chronic physical risks. Climate-related scenario analysis was applied to determine which risks and opportunities could present material financial impacts across short-, medium- and long-term timeframes.	35-40
	Impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	The impacts of climate-related risks and opportunities were assessed using two below 2°C scenarios highlighting transition risks (NGFS Orderly and Disorderly scenarios) and one high-emission scenario to explore physical risks (IPCC RCP 8.5). We believe exploring a scenario representing our global climate goals' failure allows us to understand the possible extent of physical impacts on our business. We used physical risk mapping for key global sites to assess our exposure level to various physical climate hazards over the short-, medium-, and long-term. The results of our analysis were used to explore risks and opportunities across our products and services, supply chain, facilities investment and operations. The results will be used to inform our strategy for operating costs, revenues and potential investment decisions. Our transition analysis focused on carbon price modelling across the same timeframes, against an emissions trajectory aligned with our verified science-based targets. These results emphasised the importance of our early action in emission reduction.	35-40
	Resilience of strategy under varying climate-related scenarios.	Our scenario analysis results reinforced our strategic commitment to ambitious climate action. The results inform our ongoing efforts to enhance our climate risk identification, management, and mitigation processes across the business. We believe this enhances our climate resiliency as we make efforts to minimise the impacts of both physical and transition risks identified under various scenarios.  Our physical risk assessment results allow us to form a site-specific register of climate impact exposure, informing our real estate strategy and identifying sites that may require adaptation and mitigation investment.  Our transition risk assessment results reinforce our ongoing commitment to tackling emissions as part of our 1.5°C aligned science-based targets and our long term goal of achieving net-zero emissions.	9, 14, 35-40



TCFD section	TCFD recommendation	Refinitiv response	Page
<b>RISK MANAGEMENT</b>	Processes for identifying and assessing climate-related risks.	Climate-related risks are identified and assessed through climate-related scenario analysis, alongside functional inputs to the Enterprise Risk Management framework from across the business. This process involves relevant leadership stakeholder groups and facilitates strong visibility on climate-related risks throughout our business.	8, 35-39
	Processes for managing climate-related risks.	Climate-related risks are predominantly managed at a functional level; for example, physical risks to our offices are overseen by our real estate and facilities management team and reported back through Enterprise Risk Management, Business Continuity and Environmental Health & Safety. Climate-related risk mitigations are escalated to the executive leadership team or board when risk likelihood and impact levels reach the relevant threshold.	8, 35-39
	Integrations of climate-related risks into overall risk management.	Climate-related risks are embedded into our central Enterprise Risk Management approach and are communicated and actioned either as standalone risks or assessed and mitigated as part of existing or emerging adjacent risks within the framework.	8
<b>METRICS AND TARGETS</b>	Metrics to assess climate-related risks and opportunities.	Our commitment to the ongoing tracking and monitoring of climate-relevant metrics facilitates the effective management of our climate-related risks and opportunities. Key metrics tracked include our energy consumption (and renewable electricity), with intensity metrics of our employees and leased areas. We internally price emissions through the purchase of renewable energy and support of offset projects covering our remaining emissions in scope 1, scope 2 and scope 3 business travel.  Our supply chain exposure to climate-related risks is tracked by monitoring our spend with suppliers that have their own science-based targets in place. We are promoting uptake of science-based targets amongst our suppliers via an engagement programme as part of our strategy to meet our 1.5°C aligned science-based target.	9, 14, 29, 42, 43
	Disclosure of scope 1, scope 2, and scope 3 greenhouse gas (GHG) emissions and the related risks.	We are committed to fully disclosing all material emission sources for our business, including our full scope 3 emissions inventory. This year, to account for the impacts of Covid-19 on our GHG inventory, we also included emissions from our employees working from home. Annually, we voluntarily disclose emissions from direct and indirect sources via our CDP response and our sustainability report. Our emissions inventory is calculated in adherence with the Greenhouse Gas Protocol corporate standard. We have an ongoing inventory management plan to ensure consistency and precision in our results and alignment with the latest standards and have undertaken carbon pricing scenario analysis to assess the risks associated with our emissions.	29
	Targets used to manage climate-related risks and opportunities and performance against targets.	Our long-term climate goal is to achieve net-zero emissions; a commitment which we made via the Business Ambition for 1.5°C campaign and by setting 1.5°C aligned science-based targets, which are considered industry best practice. These targets, covering our full emissions, inventory, were formally verified by SBTi in January 2021. As part of these targets, we have pledged to halve our absolute scope 1 and scope 2 emissions by 2030 from a 2018 base year, and to reduce absolute emissions from scope 3 (fuel-and-energy-related activities, business travel and employee commuting) by 25% by 2025, from a 2019 base year. We have also committed that 65% of our suppliers by spend, covering purchased goods and services and capital goods, will have science-based targets by 2025. These targets are in addition to our ongoing commitment to procure 100% renewable electricity across our operations, which we have achieved since 2020.  Progress towards our targets is tracked and managed on an ongoing basis. The pursuit of ambitious climate action reduces our exposure to risks and positions our business to seize opportunities, and drive the transition to a net-zero economy.	9, 42, 43



## Scenario analysis

At Refinitiv, we see the undertaking of climate-related scenario analysis as a critical process for ensuring resiliency in our long-term business strategy. This process enables us to identify potential material climate risks, and underpins efficient and effective management and mitigation responses. Our scenario analysis assessment also enabled us to explore climate-related opportunities across our operations and services, and define metrics and targets for comprehensive tracking.

**Physical risks** were analysed using the Intergovernmental Panel on Climate Change (IPCC) RCP 8.5 scenario. This high-emissions scenario based on unmitigated global emissions represents an end-of-century temperature change with a likely range between 2.6°C-4.8°C above pre-industrial levels. We applied this high global emissions scenario to evaluate possible impacts across our operations that could be associated with a future where extreme failure on global climate action occurs. Our physical climate risk assessment considered our key sites' exposure to the acute risk of severe weather events and the chronic risks of sea-level rise, changes in precipitation patterns, and rising mean temperatures. We mapped the magnitude of forward-looking physical hazards across our sites and explored financial impacts to assign impact categories.

**Transition risks** were analysed using the Network for Greening the Financial System (NGFS) Orderly and Disorderly scenarios. Both scenarios infer a global mean surface temperature change of less than 2°C by the end-of-century, as per the TCFD guidelines. These include nuances of timing, which allowed us to explore varying degrees of impacts relative to our current climate strategy and targets. The Orderly scenario represents early, ambitious action to a net-zero CO<sub>2</sub> emissions economy where climate policies are introduced early and become gradually more stringent; the Disorderly scenario represents late, disruptive, sudden and unanticipated action. This differentiation between transition scenarios allowed us to understand the impact of carbon pricing timing and magnitude against our science-based target emissions trajectory. Using these scenarios, we evaluated our strategy against transition risks, including stringent policy and legal changes such as mandatory carbon pricing, technology mandates and increasing expectations on our reputation.





# Physical risk assessment against RCP 8.5

**Possible financial impact key:**  

**Low** ●  
Low financial materiality, financial risks managed as part of existing processes

**Medium** ●  
Moderate financial materiality, may require additional mitigation responses

**High** ●  
High financial materiality, likely to require significant pivot of business strategy or operational protocols

**Time frames:**  

**Short term** 0-1 year

**Medium term** 1-3 years

**Long term** 3-20 years

Risk assessed	Possible financial impacts:				Resiliency strategy:
	Description	Short term	Medium term	Long term	
Physical risks assessed against high emissions scenario with ‘likely’ end of century warming between 2.6°C-4.8°C (IPCC RCP 8.5)					
Rising mean temperatures and variability – heat stress	<ul style="list-style-type: none"><li>• Increase in heating and cooling costs due to shifting temperatures</li><li>• Capital investment for resiliency measures</li></ul>	●	●	●	A high global emissions scenario will require an increase in energy use at our facilities to ensure occupant comfort and effective data services operation. Central to our energy management strategy is site-level monitoring of energy use, comparing against past performance and our global portfolio of sites. The incorporation of minimum energy performance standards for thermal comfort systems reduces energy use in the short term and provides greater resiliency for the future when energy demand is expected to increase. Modelling of our energy costs and expected electricity demand indicated a low long-term financial impact against heat stress.
Rising sea levels	<ul style="list-style-type: none"><li>• Capital investments in adaptation measures</li><li>• Increase in costs due to relocation</li></ul>	●	●	●	A high global emissions scenario will result in significant sea-level rise due to the melting of land-ice and thermal expansion of our oceans. Understanding our exposure to rising sea levels forms part of the due diligence for lease renewals and uptake. Our strategy also includes the ongoing monitoring of sea-level figures and adaptation planning at high-risk locations to assess the need for capital investment and possible long-term relocation if required. Evaluating the risk of sea-level rise also extends to our supply chain and data service providers, considering exposure to climate hazards forming part of due diligence in contract selection.



Risk assessed	Possible financial impacts:				Resiliency strategy:
	Description	Short term	Medium term	Long term	
Physical risks assessed against high emissions scenario with ‘likely’ end of century warming between 2.6°C-4.8°C (IPCC RCP 8.5)					
Changes in precipitation patterns – water stress	<ul style="list-style-type: none"><li>• Increase in costs to secure water supplies</li><li>• Potential indirect impacts to security, health and wellbeing</li></ul>	●	●	●	<p>Inadequate or excessive rainfall under a high global emissions scenario will result in vast ecosystem transformations with differing impacts worldwide. Our direct operations are not considered water-intensive; therefore, the direct long-term effects of water stress is expected to be moderate. Sites identified with high exposure to water stress under different scenarios will be monitored in terms of regional adaptation initiatives and necessary investments, such as low water use fittings or water supply securement.</p> <p>The indirect impacts of increased water stress, such as those across our value chain, are more challenging to quantify financially as multiple factors can contribute to financial materiality. Stagnant water flows arising from water scarcity, combined with higher average temperatures, may increase the risk of water-borne pests and diseases, compromising the health of those employees living or working nearby. Lengthy periods of low rainfall can reduce the ability of ground surfaces to soak up rainwater runoff, potentially increasing the risk of flood. Extreme cases of water scarcity may contribute to regional security stability. Our Enterprise Risk Management, Business Continuity and Environmental Health and Safety frameworks are used to track and monitor climate-related water issues, to ensure successful management and early detection of materialisation which could occur.</p>
Increased severity of extreme weather events	<ul style="list-style-type: none"><li>• Increased costs due to physical damage</li><li>• Reduced revenue from business disruption</li></ul>	●	●	●	<p>Rising global emissions are expected to increase the frequency and severity of extreme weather events. Understanding our exposure to severe weather events assists in identifying higher-risk locations for the monitoring of insurance premiums and lease durations. Our business continuity planning comprehensively covers business disruption, informed by past events and simulated events. Business critical locations identified at higher risk of severe weather events will be assessed for adaptation investment and possible planned relocation. We track the impact of historical events, including associated disruption and required response, to inform our future strategy.</p>

# Transition risk assessment against Orderly and Disorderly scenarios

**Possible financial impact key:**

**Low** ●

Low financial materiality, financial risks managed as part of existing processes

**Medium** ●

Moderate financial materiality, may require additional mitigation responses

**High** ●

High financial materiality, likely to require significant pivot of business strategy or operational protocols

**Time frames:**

**Short term** 0-1 year

**Medium term** 1-3 years

**Long term** 3-20 years

Risk assessed	Financial impacts:				Resiliency strategy:
	Description	Short term	Medium term	Long term	
Transition risks assessed against two Network for Greening the Financial System Scenarios:					
1. Orderly scenario					
2. Disorderly scenario					
Policy and legal	<ul style="list-style-type: none"><li>Increased pricing of greenhouse gas emissions</li><li>Mandatory reporting of emissions</li></ul>	NGFS Orderly			Our resiliency strategy against policy transition centres on our commitment to net-zero, our 1.5°C aligned science-based emissions targets, and our 100% renewable energy procurement strategy. Continued action against each of these areas will minimise our exposure to possible mandatory carbon pricing policies over the long term across global geographies, as reflected by our carbon price modelling results. Though low risks were projected under both transition scenarios, the sharp increase in carbon pricing experienced in a Disorderly scenario over the long term horizon could prompt additional mitigation responses. The results of this exercise reinforced the strategic importance of maintaining our continued ambition towards meeting our targets as early as possible. We voluntarily disclose our emissions via the CDP and are continuing to progress our TCFD disclosure quality. As such, we are well-positioned to respond to any potential introduction of mandatory reporting requirements.
		●	●	●	
		NGFS Disorderly			
		●	●	●	





Risk assessed	Financial impacts:				Resiliency strategy:
	Description	Short term	Medium term	Long term	
Transition risks assessed against two Network for Greening the Financial System Scenarios:					
1. Orderly scenario					
2. Disorderly scenario					
Technology	• Costs to transition to lower-emissions technology	NGFS Orderly			Our 100% renewable electricity procurement strategy for our global operations ensures the costs of low-carbon energy sources are budgeted and planned for. We encourage our suppliers to implement ambitious science-based targets through our purchased goods and services emission target. A number of our top suppliers have already published TCFD aligned disclosures or rank on the A list of the CDP, indicating they consider their own climate-related risks and advance risk management and mitigation processes.
		●	●	●	
		NGFS Disorderly			
		●	●	●	
Market	• Changing customer behaviour	NGFS Orderly			Our commitment to research and development of innovative ESG data solutions minimises the possible financial impacts of changing customer behaviours due to increased environmental concerns. We discuss market-related opportunities further below.
		●	●	●	
		NGFS Disorderly			
		●	●	●	
Reputation	• Increased stakeholder concern	NGFS Orderly			A strong focus on sustainability is embedded throughout our organisation and at the core of our values. Our ambitious emissions reduction strategy, and commitment to transparency on our environmental impact, places us ahead of rising stakeholder expectations. We will continue to monitor climate and sustainability advancements to reduce our environmental impact further.
		●	●	●	
		NGFS Disorderly			
		●	●	●	

# Climate-related opportunities

Possible Financial impact key:

- Low ●

Uplift relative to current business performance managed through existing processes and structures
- Medium ●

Material market position, brand or efficiency impact, leading to the evolution of our current approach
- High ●

Transformational market growth or cost-avoidance opportunity with associated business strategy pivot

Opportunity type:	Desription:	Long-term financial impact	Resiliency strategy:
Products and services	Increased revenue due to development of new products and services through R&D and innovation	●	Our customers continue to demonstrate increasing interest in sustainable finance offerings and ESG-related data, products, and analytics across the financial industry we serve, which guides our strategic focus areas through our customer engagement programme. We are constantly expanding our suite of sustainable finance product and service offerings, enhancing our depth and scope of ESG and sustainability-related data, and collaborating with partners on these endeavours. In doing so, we aim to meet the evolving needs of climate and environmental related-disclosure, changing customer priorities, regulation and reporting standards and requirements. Our customer engagement programme has also informed the development of our Sustainable Leadership Monitor (SLM), which assesses a company's financial and ESG performance against peers. SLM enables powerful engagement across various sectors, demonstrating the importance of ESG reporting and data comparisons. In 2020 we also launched our ESG rating fund scores in response to customer and stakeholder research and feedback. By the end of 2025, we have set a target to be a top three provider of sustainable finance data and analytics solutions, enabling global sustainable investment and ethical supply chain development.
Resource efficiency	Reduced and avoided costs through more efficient operation of buildings	●	Energy-efficiency improvements and their associated cost savings are achieved in response to addressing our science-based targets. We continue to pursue minimum energy performance standards and energy-efficient retrofits across our global real estate portfolio.  Our ongoing project to externalise our data centres forms a critical element of our energy reduction programme. We also plan to review our real estate planning to allow for increased flexibility in working, thereby reducing building operational expenses.
Markets	Increased revenue opportunities due to reputational enhancement from participation in carbon markets	●	Our ongoing participation in voluntary carbon markets, our commitment to 100% renewable electricity sourcing, and environmental partnerships enhance the quality and credibility of the Refinitiv brand to responsible and environmentally conscious stakeholders. We believe that by developing our data service offering, we can cater to a developing market of responsible financial actors with ESG focuses, and seize the market opportunities associated with this.



## Next steps

As part of our ongoing efforts to advance our TCFD disclosures, we have strived to position ourselves as leaders on transparency and climate action. In doing so, we aim to uphold and continue to improve our standards as a responsible business and meet growing expectations from our stakeholders. Our ongoing ambition is demonstrated through our series of climate-related targets, goals and partnerships. This includes our 100% renewable electricity procurement strategy achieved as of 2020, ongoing product investment in sustainable finance, our verified 1.5°C aligned science-based target, our commitments to the Business Ambition for 1.5°C, joining the UNFCCC Race to Zero, and ongoing efforts to disclose publicly on climate-related issues through CDP and TCFD.

Following the acquisition of Refinitiv by the London Stock Exchange Group in 2021, we will activate an ambitious sustainability approach across the organisation. This programme will ensure resiliency in climate-related operational risks, and highlight opportunities in product development, processes and strategic management. We look forward to reviewing the outcomes of the United Nations COP26 and IPCC's AR6 to align our climate strategy with the latest development and global standards. We will also continue to monitor the development of climate scenarios which could further enhance our scenario analysis breadth and depth.





# FURTHER CLARIFICATION ON DATA AND TARGETS

## Refinitiv and the London Stock Exchange Group (LSEG)

This report covers Refinitiv’s strategic sustainability approach and performance from 1 January – 31 December 2020 as a standalone business. As of 1 February 2021, Refinitiv became part of LSEG. Following this acquisition both businesses will look at their existing sustainability targets and commitments to create a bold and ambitious approach to accelerate action in society, across financial markets and for the environment. Over 2021 we will draw on our shared expertise to rebaseline our data and align our targets across our full business operations. Our immediate objectives and areas of focus can be found on page 27 of this report.

## 2020 Achievements

### EMISSIONS REDUCTION

Refinitiv has reported a 16% overall reduction in 2020 greenhouse gas emissions against a 2018 baseline for scope 1, 2 (location-based) and 3 (business travel) emissions. Additional scope 3 categories are reported in our CDP response.

This baseline follows the business separation from Thomson Reuters in October 2018 but does not encompass all Refinitiv offices, as our India locations did not separate until July 2019.

Our Scope 2 location-based figures represent emissions associated with the regional or country-level mix of generation resources, whereas the market-based figures represent the emissions associated with the actual contractual arrangements of procurement reflecting our use of renewable energy tariffs, and energy attribute certificates. Both figures provide a comprehensive progress update of our carbon reduction and renewable energy sourcing approaches.

### RENEWABLE ENERGY

Refinitiv’s renewable energy claim is reported to RE100 and CDP, with disclosures of national and regional electricity purchases through energy attribute certificates.





## CARBON NEUTRALITY

Refinitiv's carbon neutral claim is documented in accordance with the PAS 2060 specification. This specification defines a consistent set of measures and requirements to demonstrate carbon neutrality. In accordance with PAS 2060, Refinitiv has documented the achievement of neutrality through a set of Qualifying Explanatory Statements and public disclosure of all the documentation that supports the carbon neutrality claim. The methodology and data has been audited and verified by an external organisation.

## Science-based targets

Refinitiv's emissions reduction targets have been approved by the Science Based Targets Initiative (SBTi) and are stated as:

Refinitiv commits to reduce absolute scope 1 and scope 2 GHG emissions 50% by 2030 from a 2018 base year. Refinitiv commits to reduce absolute scope 3 fuel-and-energy-related activities, business travel and employee commuting GHG emissions 25% by 2025 from a 2019 base year. Refinitiv also commits that 65% of its suppliers by spend covering purchased goods and services and capital goods will have science-based targets by 2025.

The targets covering greenhouse gas emissions from company operations (scopes 1 and 2) are consistent with reductions required to keep warming to 1.5°C.

Following the acquisition by LSEG we will be working to align and recommit science-based targets that encompass the operational scope and ambition of the new company.

## TCFD

Refinitiv's second TCFD report utilises publicly available data, alongside material Refinitiv business operations data, to map a forecasted risk exposure of potential events. This scenario modelling is to be used alongside Refinitiv's ongoing functional, enterprise risk and business continuity processes, to support the business in its future planning.

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Refinitiv, an LSEG (London Stock Exchange Group) business, is one of the world's largest providers of financial markets data and infrastructure. With \$6.25 billion in revenue, over 40,000 customers and 400,000 end users across 190 countries, Refinitiv is powering participants across the global financial marketplace. We provide information, insights, and technology that enable customers to execute critical investing, trading and risk decisions with confidence. By combining a unique open platform with best-in-class data and expertise, we connect people to choice and opportunity – driving performance, innovation and growth for our customers and partners.

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